

COVID-19 Community Team Outreach Tool

Digital Exposure Notification for Contacts in CCTO



This job aid covers automatic digital exposure notifications for contacts who are entered into CCTO. (Contacts who flow into CCTO from NC COVID will be sent a notification as soon as they enter CCTO with required fields correctly completed per the specifications below.)

Automatic digital exposure notification (as shown in the [Digital Outreach Samples doc](#)) is a helpful contact tracing enhancement that serves two purposes:

1. It **enhances existing workflows** by quickly helping contacts to learn of their exposure, to receive and share key info, and to begin accessing digital assessments. This expedites initial outreach but **will not prevent you from monitoring your contact normally or from contacting them by phone if needed.**
2. Depending on your local guidance, sending an exposure notification **may also take the place of an initial phone call** and/or of **ongoing monitoring**; this supports prioritizing contact tracer time for the contacts most likely to have and spread disease.

Sending a Digital Exposure Notification

1. Contacts will receive a digital exposure notification automatically upon saving the monitoring event (ME) if required fields are complete. Confirm **that you have completed and checked** these fields:
 - **Contact or Case Patient** (set to "Contact")
 - **First Name, Last Name, State, County, and Last Date of Exposure to Source Patient #1** (required CCTO fields)
 - **Email AND/OR Primary Phone** (notifications will be sent to any provided method(s) of contact)

The notification will include an **end-of-quarantine date** (calculated as 5 days from the contact's most recent last date of exposure, regardless of any date entered manually in "Monitoring End Date") and a **test date** (5 days since the most recent last date of exposure).

NOTE ABOUT MINORS:

While minors may receive a digital exposure notification, **contacts must be 18 years of age or older** to provide information through the digital portal. *Parents or guardians can submit digital monitoring information on behalf of minors.*

Complete and check key fields

1. Complete and check key fields

Barbara Roberts
Monitoring Event - MDA Form

Monitoring Event Assessments All Activities Referrals System Inform

Record Information

C# C-0000993743

Contact or Case Patient * Contact

Person Barbie Roberts

Basic Info

Priority Contact or Case No

First Name * Barbara

Middle Name Laverne

Last Name * Roberts

NC-COVID Event ID of Source Patient #1 123456789
(Use the number ...)

Last Date of Exposure to Source Patient #1 * 8/20/2021

Contact Information

U.S. Primary Phone (will be used for text messages) * 1-987-654-3221

U.S. Phone #2 1-__-__-__

Country Code ---

Phone #3 ---

Email * email@testtest.com

Hovering over **Last Date of Exposure to Source Patient #1** will present a message reminding you to use Case Interview Date if Last Date of Exposure is unknown.

1

Complete and check key fields

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- When these required fields have been completed and saved, a **digital notification will be sent automatically to any method(s) of contact provided**. Note that the **"Send Notification?"** toggle will move to **"Yes"** on its own as soon as the required information is entered, and the notification will send as soon as you save. No other action is required on your part. If information is removed from the required fields, **"Send Notification?"** will move to **"No."** *If you wish to re-send a notification, you must first save with the toggle set to "No," update any required fields, reset the toggle to "Yes," and save again (see right).*
- You can confirm that a text and/or email was created by visiting the contact's **All Activities Page** and confirming that an email and/or text is visible. Additionally, the notification will be displayed in the **Assessments Page** as an entry marked "Notification."
- You can also review whether a **text message** notification created was confirmed to be delivered or undelivered to a mobile phone number by reviewing the fields for **"Most Recent Text Notification Status"** and **"Most Recent Notification Status Date."** These fields will only update once per text; therefore, texts labeled as "Sent" or "Queued" were not yet delivered at the time in "Status Date," but still may have been subsequently delivered. See next page for a full explanation.

2



Save your work

3



Confirm outreach/notification creation

4



Review text message status

CRITERIA FOR SENDING OR RE-SENDING A NOTIFICATION:

- Send Notification?** is set to **"No."** (If re-sending due to prior incorrect information, the toggle will set to **"No"** after you clear out incorrect fields. Save this change.)
- Phone/Email** and **Last Date of Exposure** are completed and there is a change to one of these fields (*including the initial change from blank to filled*) to move the toggle to **"Yes."** **Changes are saved.**

TIP: Auto-save, which can also trigger a notification being sent, occurs after 30 seconds of inactivity. Be sure to check required fields carefully.

For contacts flowing from NC COVID, notifications send automatically between 8AM and 7PM only. Notifications sent for these contacts outside this window will be sent first thing in the morning.

2

Save your work

3

Confirm outreach/notification creation

4

Review text message status



Checking Text Notification Status in Contact Views

You can see the **Most Recent Text Notification Status** field as a column in monitoring event system views. To check most efficiently for which of your county's contacts did not receive a text notification:

1. Select the **All Contact Monitoring Events** view and filter the **County** column by your county name.
2. The **Created On** column in this view is already **automatically** sorted by newest to oldest, so the most recent contact monitoring events will appear at the top of the list.
3. In this filtered view, you can review the **Most Recent Text Notification Status** column in order to find recently imported contact monitoring events for which a text notification was **"Failed," "Undelivered,"** or **Blank**. These contacts did not receive a text notification (though they may have been sent an email notification), and they may require further attention.

1

All Contact MEs View

2

Created On

3

Text Notification Status

4-All Contact Monitoring Events					
Create...	Address 1	Phone #2	Contact or ...	County	Local He
10/7/2021...	NC	---	Contact	Dare	Dare
9/15/2021...	NC	---	Contact	Dare	Dare
9/7/2021 ...	NC	---	Contact	Dare	Dare
9/7/2021 ...	NC	---	Co		

All Contact MEs View

4-All Contact Monitoring Events					
Ethnicity	Race	Send Notifi...	Most Rece...	Most Rece...	System Firs...
---	---	No	---	---	---
---	---	Yes	9/7/2021 ...	delivered	9/7/2021 ...

TEXT NOTIFICATION STATUS DEFINITIONS:

- **Delivered:** Text successfully delivered.
- **Sent:** Text sent but delivery unknown as of timestamp. ***SEE NOTE**
- **Queued, Sending, or Accepted:** Text not yet sent as of timestamp. ***SEE NOTE**
- **Undelivered or Failed:** Text unsuccessful, likely due to the number being a landline.
- **Blank:** No text created.

***NOTE:** *Text Notification Status* only updates one time; therefore, texts labeled as "Sent," "Sending," "Accepted," or "Queued" were not yet delivered as of the timestamp shown in **Status Date** but likely were delivered.

COVID-19 Community Team Outreach Tool

Digital Exposure Notification for Contacts in CCTO



Understanding the Contact Perspective

1. Contacts will receive a text or email message **that informs them of their exposure and their personal quarantine dates (see [appendix](#) and [Digital Outreach Samples](#))**. It will also provide them with a **link to a digital portal landing page** with more details and testing info. Clicking **Next** at the bottom of this landing page takes contacts to a list of next steps.
2. Contacts who click **Next** again will be asked to agree to participate in digital monitoring.
3. Contacts who opt in will then be asked **to provide the same personal, contact, and demographic info that they would provide on a normal initial outreach call**. *First Name, Last Name, DOB, State, County, and Email/Mobile Number (depending on Preferred Method of Contact) will be required.*
4. When contacts submit this form successfully, they will start to receive daily digital assessments via their preferred method of contact until the end of their monitoring period as determined by the date in "Monitoring End Date."

1 Contact opens message and clicks link

2 Contact opts in to monitoring

3 Contact provides information

4 Contact submits form and monitoring begins

Depending on your LHD's workflow, **contacts who complete these steps may or may not proceed to additional monitoring via phone.**

Please see [Digital Outreach Samples Doc](#) for full screenshots

Contact opens message and clicks link

1

Public Health Notification | Inbox X

NC Community Team
to me

Hello. This is the NC COVID Community Team.

You were recently exposed to someone with COVID-19. Please follow the steps below to protect yourself and your family.

Click this [DHHS.NC.GOV](#) link to learn more about COVID-19 and how to protect yourself. You can also call 844-628-7223 for more information.

NC COVID Community Team

Help slow the spread of COVID-19!

You have received a message from the NC COVID Community Team because you were recently in contact with someone with COVID-19. The NC COVID Community Team is here to help you get the resources, information, and support you need to protect yourself and your family. You may also receive a phone call from the NC COVID Community Team at 844-628-7223. If you see us calling please answer the call!

Based on the date you were exposed to someone with COVID-19, you should quarantine for 14 days. For more information about quarantine, visit [CDC website](#).

1/5/2023

Next Steps:

- **Separate from Others:** Protect your friends and loved ones. For more information about safely quarantining, please refer to the previous page by clicking the "Previous" button.
- **Answer the Call:** You may receive a phone call from the NC COVID Community Team to gather additional information and ensure you have the resources you need to quarantine. The call may come from 1-844-628-7223 or from your local health department phone number. Please answer the call!
- **Get your Vaccine:** COVID-19 vaccines are helping us safely get back to the people and places we love. Once you have completed your quarantine period, find your spot and get your shot. For more information about getting your vaccine, visit [YourSpotYourShot.nc.gov](#)

For More Support:

- If you have questions and would like to talk to someone immediately, please call your local health department or the NC COVID Community Team at 844-628-7223 from 7am to 7pm.
- If you need resources or vaccine support, please contact a Community Healthcare Worker by reaching out to a partner organization in your county.
- If you need mental health or substance abuse services, please call Hope 4 NC Crisis Counseling Services Hotline at 1-877-235-4325 anytime day or night.

Previous Next

Contact opts in to monitoring

2

NCDHHS

The COVID-19 Community Team Outreach tool collects information to help make sure you and your family are healthy and have the resources, information, and support you may need at this time. Information you provide will remain confidential in accordance with state and federal law. Please indicate whether or not you are willing to participate (yes, I agree to participate; no, I do not want to participate) and click "Next".

☐ Yes, I agree to participate.

By clicking "Next" below, you agree to the following terms and conditions: you are providing information required for contact tracing; you are providing information that will be kept confidential in accordance with state and federal law.

Previous Next

Contact provides information

3

NCDHHS

We would like to start by collecting some information. The information requested below will only be used to contact you about your possible COVID-19 symptoms and to provide support to you and your loved ones. The information you provide will remain confidential in accordance with state and federal law.

Please note that questions with an asterisk are required.

Personal Information

First Name *
Snow

Middle Name / Initial

Last Name *
White

Date of Birth (Only used to protect your data) *

Contact submits form and monitoring begins

4

NCDHHS

Thank you for helping stop the spread of COVID-19!

By agreeing to participate in the COVID-19 Community Team Outreach tool, you agree to provide information that, together with other resources, helps the North Carolina Public Health Department respond to the current health emergency and strive to keep you, your family, your loved ones, and the community safe.

COVID-19 Community Team Outreach Tool

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Reviewing Information Gathered from an Exposure Notification

1. If your contact has provided information in the portal, you will see that **"Last Assessment Date"** has been updated on their event.
2. To see the information that your contact has provided in detail, click into their **Assessments Page** and review the assessment marked **"Notification."**
3. You can review information that your contact has provided against the information that was originally in their monitoring event by selecting the **"Notification Contact Info"** page at the top of the assessment.
4. The boxes marked **"Contact Provided"** show your contact's responses, and the boxes marked **"Original Contact"** show what was originally in their monitoring event.
5. If your contact entered a last name that matched their last name in CCTO exactly, **"Monitoring Event Updated?"** will be set to **"Yes,"** and all new or changed information that they have provided has been updated automatically on their monitoring event. If your contact's last name did not match exactly but you believe the information should still transfer to the monitoring event, please proceed to the next page.

1. Review "Last Assessment Date"

2. Open assessment marked "Notification"

3. Click "Notification Contact Info"

4. Review "Contact Provided" Info

5. Review "Monitoring Event Updated?"

NOTIFIED CONTACTS WHO DO NOT RESPOND:
A **Final Monitoring Outcome** for "Notification - No Response" is available for contacts who were sent a notification but did not complete any assessments. Please defer to your local protocol and defer to the Closing Out A Contact [job aid](#) for support.

NOTE: DEMOGRAPHIC INFO WILL NOT TRANSFER
Due to inefficiencies with the system, contact-provided demographic info will not automatically transfer onto MEs; however, you can still review this information and update these fields manually.

1. Review "Last Assessment Date"
2. Open assessment marked "Notification"
3. Click "Notification Contact Info"
4. Review "Contact Provided" Info
5. Review "Monitoring Event Updated?"

COVID-19 Community Team Outreach Tool

Digital Exposure Notification for Contacts in CCTO



Handling Incorrect Mismatches on Notifications

You should only complete this process if explicitly instructed to do so. Check with your supervisor on local protocol.

A **mismatch** occurs when the last name that a contact submits in the digital portal does not match their original last name in CCTO (either in spelling or in upper/lowercase), and this stops their monitoring event (ME) from updating automatically. If you believe the submitted info should **still be paired** with the ME, however, you can correct this:

1. If the last name that a contact entered in the digital portal does not match their original last name in CCTO, **"Monitoring Event Updated?"** will be set to **"No"** because the Tool considers this a mismatch. This means any info that they provided **did not** automatically transfer onto their ME.
2. Events labeled as a mismatch can quickly be identified and reviewed by selecting the view for **"Notification - Contact Event not updated"** in the Assessments Tab.
3. If you have determined that an entry on this view is **not a true mismatch** and that the contact's **ME should be updated** with the info submitted, you can use a **flow** (automatic workflow) to do this in one step. After selecting your event(s) from the view, click **"Flow"** at the top of the screen.

1 "Contact Updated?" is set to "No"

2 "Notification - Contact not updated" view

3 Select contact(s) and click "Flow"

TRUE MISMATCHES:

Notifications received by the wrong person

- If "Contact Updated?" reads "No" and you have determined that the notification was received by the wrong person, **consult with your supervisor**.
- A field has been provided for **"Reviewed & wrong person"** that you may use to document this, but you should always discuss documentation and next steps with your supervisor.

1

0001652913

Assessment

Notification Contact Info Suggested Exposures System In

Contact Info Provided Through Digital Notification

First Name	Test
Middle Name	---
Last Name	123
Date of Birth (DOB)	10/11/2021
Primary Phone Number	---
Email	tpimpo@itsolutionsgroup.com
Preferred Language	English

2

Home

Recent

Pinned

Apps

Dashboards

People

Monitoring Events

Households

Assessments

Notification - Contact Event not updated

Wake	Latha Putturu	A-0001647881	No
Wake	Latha Putturu	A-0001647884	No
Wake	Latha Putturu	A-0001647885	No
Wake	Latha Putturu	A-0001647886	No

3

Show Chart Activate Deactivate Delete Assign Share Email a Link Flow

Notification - Contact Event not updated

Wake	Latha Putturu	A-0001652921	No	10/26/2021	10/17/2021	As3410/12...	As3410/12...
Appalachian	# covid_arias	A-0001652913	No	10/25/2021	10/16/2021	Test	Test
Wake	Latha Putturu	A-0001652899	No	10/26/2021	10/17/2021	As3410/12...	As3410/12...

"Contact Updated?" is set to "No"

"Notification - Contact not updated" view

Note that the following are excluded from this view because these contacts should not be updated:

- If "Contact Updated?" reads "No" because the contact has opted in but not submitted any information.
- If "Contact Updated?" reads "No" AND "Reviewed & wrong person" (see box above) is set to "Yes."

Select event(s) and click "Flow"

Continued onto next page...

COVID-19 Community Team Outreach Tool

Digital Exposure Notification for Contacts in CCTO



Handling Incorrect Mismatches on Notifications

4. Choose **"Approve Contact Update."**
5. The first time you run this flow, you will receive a dialogue that asks you to connect to the Common Data Service. You can approve any prompts you may receive, and you will see a green check mark when you have been connected.
6. Click **"Run Flow,"** and you will receive a confirmation message. All submitted contact info will be transferred automatically, and you can click "Done."

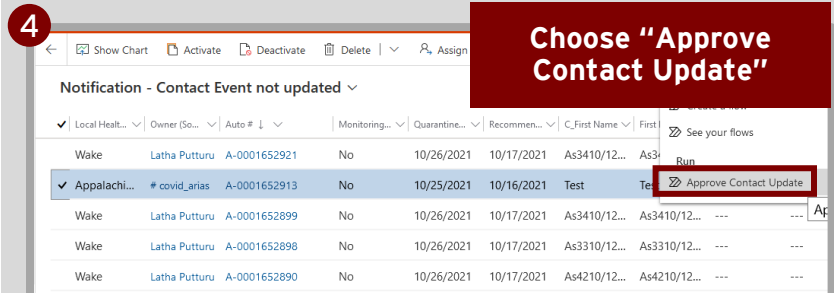
4 Choose "Approve Contact Update"

5 Approve prompts

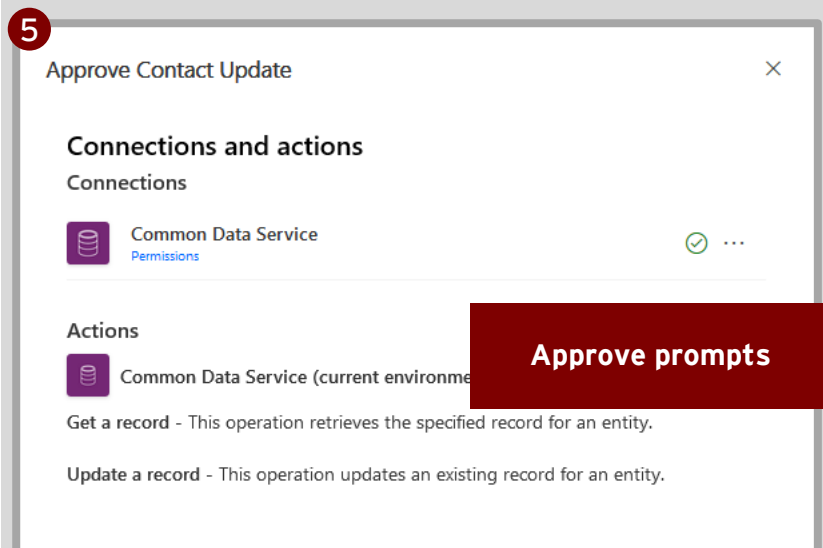
6 "Run Flow" and "Done"

CORRECT MULTIPLE MISMATCHES:

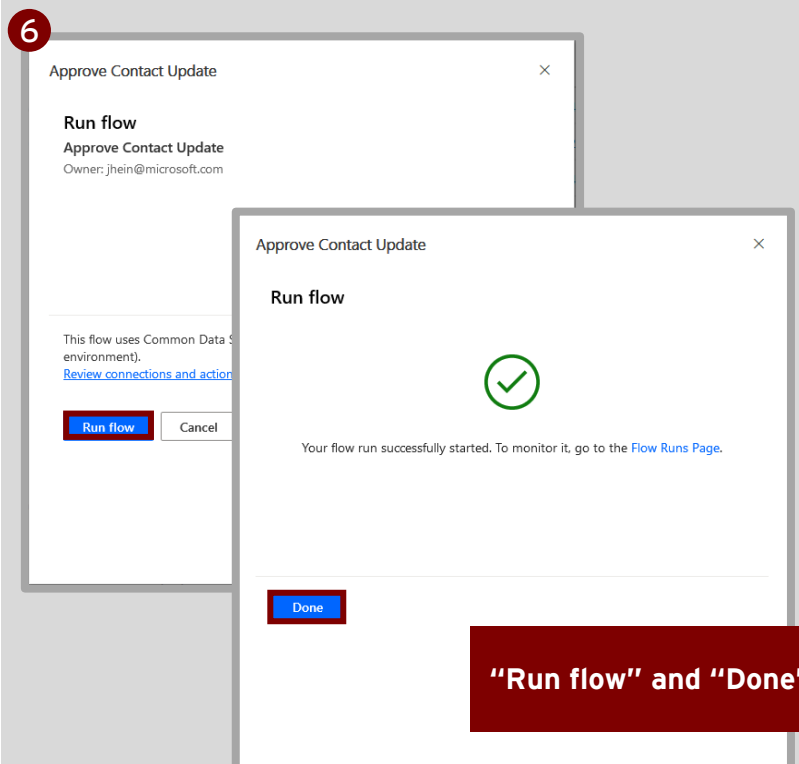
In addition to running this flow for one contact, you can also select multiple contacts in any assessment view and run the flow for several contacts at one time.



Choose "Approve Contact Update"



Approve prompts



"Run flow" and "Done"

COVID-19 Community Team Outreach Tool

Digital Exposure Notification for Contacts in CCTO




APPENDIX: Full text of email and text message notification - **PLEASE SEE THE DIGITAL OUTREACH SAMPLES DOC**

Actual links that contacts will receive to direct them to their unique landing pages (see [page 3](#)) and will appear in the formats shown below.

Public Health Notification Inbox x

NC Community Team 11:49 AM (4 minutes ago) ☆ ↩ ⋮

 to me ▾

Hello. This is the NC COVID Community Team.

You were recently exposed to COVID-19. To help slow the spread and protect yourself and your loved ones from the virus, you should quarantine (stay home and separate yourself from others) through at least 01/05/2022. If you are not experiencing symptoms after this date, you may leave home wearing a mask for an additional 5 days. If symptoms occur, quarantine until a negative test confirms symptoms are not attributable to COVID-19.


It is also recommended that you get a COVID-19 test on the date listed above. If you test positive, you should isolate immediately.

Click this [DHHS.NC.GOV](https://dhhs.nc.gov) link for quarantine and testing resources to help protect yourself and those you love as well as to learn if you meet criteria for an exemption from quarantine.

You can also call 844-628-7223 to speak directly with a NC COVID Community Team Member. You may receive a phone call from the NC COVID Community Team at the same number or directly from your Local Health Department. If you see these numbers, please answer the call!

NC COVID Community Team

11:50 ⌵

<  45394 >

Text Message
Today 11:49 AM

Pumpkin, this is the NC COVID Community Team. You have been exposed to COVID-19. Quarantine through at least 01/05/2022 and get tested on this same date. Wear a mask for an additional 5 days. If symptoms occur, quarantine until a negative test confirms symptoms are not due to COVID-19. You may meet criteria for an exemption from quarantine. Call [844-628-7223](tel:844-628-7223) or visit <https://dhhs-covid19-ccto-uat-po.powerappsportals.us/en-US/notification/?id=9b460207-b56c-ec11-8f8e-001dd804fe5f> for more info.